

## FEEDBACK REPORT *for*

# Universal Windows



### REVIEW

Donna C.  
BERWYN, IL  
May 25, 2011



My experience with Universal Windows was definitely a pleasant one. We've dealt with quite a few different companies when it comes to exterior modeling and I would put Universal Windows near the top of them.

3508 W. Ogden  
Chicago , IL 60623  
(773) 277-2200

### GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Universal Windows relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Universal Windows in Chicago, IL; Berwyn, IL; Bellwood, IL; Arlington Heights, IL; Naperville, IL; Algonquin, IL; Des Plaines, IL; Waukegan, IL; Brookfield, IL; Bolingbrook, IL; and 60 other cities in Illinois.

### REVIEW

Stanley B.  
Chicago, IL  
May 20, 2011



This is my second project with them. I am very satisfied with the quality of the work that was done. If I had another window project to get done, I would more than likely choose Universal Windows.

### Comment from Universal Windows

We at Universal Windows value all of our customers and thank you for your feedback. We are working to improve our services to our customers.

### REVIEW

Elizabeth S.  
Berwyn, IL  
May 17, 2011



Universal Windows is the best quality of service. They are also the best windows possible for the price. The installation was good and so was the quality of windows. They have an excellent warranty service and all of the people are polite.

### REVIEW

Monique G.  
Chicago, IL  
May 16, 2011



Overall experience is satisfactory. The company could be a little better with organization and returning of customer phone calls. Since my 16 window replacement order I can tell a big difference in my heating bill and the appearance of my property.

### REVIEW

Benjamin A.  
Chicago, IL  
May 13, 2011



My experience working with Universal Windows is that they have good quality products. They are very affordable. Overall experience, I would rate them a 3 out of 4. I would more than likely recommend them to a friend.

### REVIEW

Lamar B.  
Chicago, IL  
May 13, 2011



I was very satisfied with their work and the quality of their work. I have used Universal Windows in the past and they did such a great job that I called them back for a second time.

## FEEDBACK REPORT *for* Universal Windows



### REVIEW

Constance S.  
Calument Park, IL  
May 09, 2011



From the phone call asking me what I need, they came and measured. It was winter, so we had to wait, but then they followed up with me like they said they would. They set up a time, came out and put them in. I was very satisfied.

3508 W. Ogden  
Chicago , IL 60623  
(773) 277-2200

### GUILDMEMBER SINCE 2019

As a GuildQuality Guildmember, Universal Windows relies on our customer surveying to help them deliver an exceptional customer experience.

We have surveyed customers on behalf of Universal Windows in Chicago, IL; Berwyn, IL; Bellwood, IL; Arlington Heights, IL; Naperville, IL; Algonquin, IL; Des Plaines, IL; Waukegan, IL; Brookfield, IL; Bolingbrook, IL; and 60 other cities in Illinois.

### REVIEW

Luckey H.  
CHICAGO, IL  
May 09, 2011



My experience working with Universal Windows has been a very professional experience. They did everything they said they would and I would recommend them to a friend or anyone who needs them.

### REVIEW

Mary P.  
Spring Grove, IL  
May 09, 2011



They talk a good story. They don't keep appointment and windows leak air do not keep heat in or sun out. Screen door is already broken. 3 months old. I bought the top of the line windows and patio door.

### REVIEW

Tracy B.  
Calumet City, IL  
May 05, 2011



They came at a reasonable time and worked around my schedule. They came at an efficient time and they met my needs. Overall they did a good job. I will call them again from my next project.

### REVIEW

Helyn C.  
Maywood, IL  
May 05, 2011



I liked how Universal Windows was very personable. Chuck went beyond being a salesman. While we were looking at the product we would have small talk and he was a great guy. There should be more salesmen like him. As far as installation it was clean and fast. That's why I used them a second time.

### REVIEW

Michael B.  
Brookfield, IL  
May 05, 2011



When I started my project, I looked for several companies in the window industry. I was impressed with Universal Windows with how they had been in business for over twenty years. My biggest fear was hiring a company that would go out of business before my project was completed but Universal Windows has eased my fear. It has been great working with them.